

FBI Laboratory

Practices for Customer Satisfaction Assessments of FBI Laboratory Services

1 Purpose

These practices establish the requirements for assessing the services of the FBI Laboratory to conform to the requirements of the FBI Laboratory Quality Assurance Manual (QAM) and to the requirements of the applicable accrediting body(ies).

2 Scope

These practices apply to FBI Laboratory personnel who facilitate, record, and/or review customer satisfaction assessments of examinations performed by the FBI Laboratory.

3 Practices

An evaluation of the services provided by the FBI Laboratory will be solicited from the contributors who have submitted evidence. This will be accomplished through the use of the *Customer Satisfaction Assessment* (FD-1000) (Appendix A). The *Customer Satisfaction Assessment* will assist in determining the areas in which the FBI Laboratory can improve its services.

3.1 The *Customer Satisfaction Assessment* will be made available electronically or sent, to the contributor along with or after a *Laboratory Report* (7-1, 7-1 LIMS) is provided except for the following circumstances:

- A follow up *Laboratory Report*.
- Film, disposable cameras, slides, or negatives that are processed or for post-mortem imaging.
- A discontinued or canceled examination *Laboratory Report* that does not contain the results of any examinations.
- Cases sent to an external laboratory.

3.1.1 For major cases, as designated by a field office, or for Laboratory Director and Quality Manager approved initiatives and/or i3 products, the Unit Chief(s) will develop the appropriate frequency to assess customer satisfaction using the *Customer Satisfaction Assessment*.

3.2 An examiner will ensure the top portion of the *Customer Satisfaction Assessment* (i.e., Laboratory number, Case ID, Performed by, Discipline, and Customer Information) is complete, when appropriate. The *Customer Satisfaction Assessment* may be made available electronically for contributors or sent to contributors via email or via the U.S. Postal Service.

3.3 If the contributor returns the *Customer Satisfaction Assessment* to a unit other than the Forensic Analysis Support Unit (FASU), the *Customer Satisfaction Assessment* will be forwarded to FASU.

3.4 Upon receipt of the *Customer Satisfaction Assessment*, a member of FASU will initial and date the receipt of each *Customer Satisfaction Assessment*. The results will be summarized by FASU personnel in a centralized location. The *Customer Satisfaction Assessment* forms will be forwarded, typically on a monthly basis, to the appropriate Unit Chiefs for review.

3.5 A summary of the results will be reported by the Quality Manager at the annual management review.

3.6 The Unit Chief will ensure their unit is providing appropriate customer service by reviewing *Customer Satisfaction Assessment* results. The Unit Chief will also ensure the contributor is contacted for any “No” or “Unsatisfactory” response(s), and the results of the communication are recorded. The Unit Chief may also contact the contributor if otherwise deemed necessary.

3.6.1 If the communication results in a complaint from the contributor, the Unit Chief will ensure the section regarding complaints in the QAM - Section 7.9 is followed.

4 Records

The following records will be generated and/or retained through one accreditation cycle unless specified otherwise as a result of these practices:

- Centralized summary records of Customer Satisfaction Assessments.
- Record of communication with a contributor for any *Customer Satisfaction Assessment* that has a rating of “No” or “Unsatisfactory” will be maintained by the Unit Chief.
- Record of communication with the contributor if otherwise deemed necessary will be maintained by the Unit Chief.

5 References

FBI Laboratory Quality Assurance Manual, Federal Bureau of Investigation, Laboratory Division, latest revision.

ISO/IEC 17025 - General Requirements for the Competence of Testing and Calibration Laboratories, International Organization for Standardization, Geneva, Switzerland, 2017.

ISO/IEC 17020 – Conformity Assessment – Requirements for the Operation of Various Types of Bodies Performing Inspections, International Organization for Standardization, Geneva, Switzerland, 2012.

ISO/IEC 17025:2017 - Forensic Science Testing and Calibration Laboratories Accreditation Requirements (AR 3125), ANAB, Milwaukee, WI, April 29, 2019.

Rev. #	Issue Date	History
9	06/03/19	Revised terminology in section 3.1 to refer to an external laboratory. In section 3.3, generalized to allow anyone to forward a <i>Customer Satisfaction Assessment</i> to FASU. Updated list of references in section 5.
10	12/21/20	Minor edits throughout for clarity. 3.1 - clarified when FD-1000 does not have to be sent and removed reference to TEDAC Laboratory Report (7-273) 3.1.1 - changed alternate reporting to i3 product 3.4 - removed reference to database and added that FASU personnel will summarize results in a centralized location 3.6.1 - added specific section of QAM 4 – added centralized records 5 – added ISO/IEC 17020

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Approval

Laboratory Director

Date: 12/18/2020

Quality Manager

Date: 12/18/2020

Appendix A: *FBI Laboratory Customer Satisfaction Assessment (FD-1000)*

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